



# JOB POSTING

Interested candidates should send their resume via regular mail, email (*as a Word document*) or facsimile to the address or phone number shown above. The Office of the Attorney General is an Equal Opportunity Employer offering a hybrid work model allowing for the possibility of working three remote days per week.

## Customer Service Representative/Claims Representative Unclaimed Property Division

### CUSTOMER SERVICE REPRESENTATIVE PRIMARY DUTIES:

- Answer incoming calls promptly, courteously & professionally
- Educate callers about the claims process and assist them with creating a claim form, if needed
- Route incoming calls to appropriate team member or other division/agency as necessary
- Greet guests at reception desk promptly, courteously & professionally as necessary
- Open incoming mail and prepare claim forms for scanning
- Distribute other mail to team members for processing
- Scan incoming claim forms
- Assist other areas of the office as needed with various projects

### CLAIM REPRESENTATIVE PRIMARY DUTIES:

- Review and examine submitted claim forms for all required information and supporting documents.
- Obtain clarification or request supporting documents from claimants when needed
- Review claims for any discrepancies on the claim form or supporting documentation.
- Determine if the claim is approved, denied or needs additional information from the claimant
- Consult with Operations Supervisor, Senior Claim Representative or Claims Supervisor on complex claims and/or large dollar claims
- Create thorough and precise electronic and written records in Unclaimed Property database
- Advise, guide, and assist claimants via in-person, phone, and written business correspondence
- Research other sources of information as needed to verify the validity of a claim
- Run frequent searches within Accurint or other background databases to assist in verifying ownership
- Other duties as assigned

### QUALIFICATIONS:

- College education preferred or equivalent job-related experience
- Strong ethics and personal integrity
- Ability to work efficiently under time and volume pressure
- Team player; also works well independently
- Excellent problem-solving skills
- Ability to prioritize
- Strong verbal and writing skills
- Strong customer service skills
- Detail-oriented
- Excellent time-management and self-discipline skills
- Computer savvy; fluency on Microsoft PC platform required
- Willingness to take direction
- Flexible, can-do attitude